Welcome to the Headquarters, AETC Sponsor Training Program

FAMILY SUPPORT CENTER RELOCATION ASSISTANCE PROGRAM

BLDG 1114 434-2790

THE AETC SPONSORSHIP PROGRAM, AETCI 36-2104

ROLES & RESPONSIBILITIES

- ★ WING COMMANDER IMPLEMENTS AND MONITORS SPONSORSHIP PROGRAM
- MPF CHIEF MANAGES INTRO AND SPONSORSHIP PROGRAM
- ★ BASE INTRO OVERSEES OPERATION OF INTRO AND SPONSORSHIP PROGRAMS
- ★ FSC RELOCATION PROGRAM TRAINS SPONSORS

UNIT INTRO MONITOR

- * MANAGES UNIT PROGRAMS USING AETCI 36-2104
 - Provides sponsor six-part sponsor folder
 - Annotates AETC Form 541, Sponsor Checklist
 - Collects and files Part I, III, IV, and VI of the six-part sponsor folder
 - Ensures AETC Forms 540, Newcomer/Sponsor Contact Survey and 541, Sponsor checklist are completed

SPONSOR RESPONSIBILITIES

- ★ UNDERSTANDS OFFICIAL ROLE
- **★** OBTAINS SIX-PART SPONSOR FOLDER
 - Follows AETC sponsor training guide
 - Personalize sponsor packages
 - Includes Wing CC, Squadron CC and your personal letter
 - Records dates on AETC Fm 541, Part I and II
 - Annotates AETC Fm 540

SPONSOR RESPONSIBILITIES

- Makes timely two-way contact
- Guides newcomer and family through unit and base in processing
- Obtain six-part sponsor folder
- Make initial contact

SIX-PART FOLDER

* PART I:

- Contains copy of initial allocation notice/sponsorship rip
- Lists pertinent duty and other vital information on incoming personnel
 - Pay strict attention to departure date versus reporting date

* PART II:

- Contains AETC Sponsor Training Guide (AETCI 36-2104, pg 19)
- Lists valuable guidelines and examples on how to become a more effective sponsor

SIX-PART FOLDER

* PART III:

- Contains sponsor checklist (AETC Form 541)
 - Reflects contact dates
 - Unit INTRO monitors establish suspense for sponsor to make two-way contact. Sponsors are given 15 calendar days for normal PCS and three duty days for short notices to the initial contact

SIX-PART FOLDER

- * AETC Form 541
 - PHASE I used to obtain quality indicators for measuring the efficiency of the program
 - PHASE II Pre-Arrival Support
 - Completed by sponsor prior to arrival of newcomer
 - Important tool in assisting the newcomer
 - Pre-arrival checklist
 - PHASE III Newcomer Arrival
 - Helpful in assisting the newcomer upon arrival
 - ✔ PHASE IV Provides feedback on sponsorship program. Serves as a helpful problem solving tool.

SIX-PART FOLDER

- * PART IV NEWCOMER/SPONSOR CONTACT SURVEY (AETCI FM 540)
 - Annotate information on newcomer prior to arrival
 - Itinerary
 - Family Members
 - Special Needs
 - Instrumental in customizing sponsor package

SIX-PART FOLDER

★ PART V - RESOURCES/REFERRAL LIST -Lists assistance agencies and phone numbers newcomer and family can use

★ PART VI - CORRESPONDENCE/ DOCUMENTATION

✓ Contains copies of letters, orders, billeting, E-Mail etc.. (any documentation that was sent to the newcomer). Important in illustrating ways the sponsor assisted the newcomer

WHEN NEWCOMER INPROCESSES

- Turn in completed folder to either your supervisor or the unit INTRO monitor
 - Completed folder is reviewed by unit commander
 - Contents from Parts I, III, IV and VI of the sponsor folder are maintained by unit INTRO monitor in a folder along with other personnel information

FAMILY SUPPORT CENTER(FSC) SPONSOR TRAINING RELOCATION ASSISTANCE PROGRAM BLDG 1114 ext. 2790

WHY SPONSORSHIP TRAINING? "First impressions are lasting impressions"

Most of the impressions of Columbus AFB by incoming personnel have already been formed by the time they arrive on base. Our target is 100% contact with all inbound before their arrival.

As military service has become more of a job choice than a lifestyle, whether or not a family can adapt to the unique demands of the military often hinges upon whether or not they feel the institution is supportive of their needs. When a family feels positive about what the base does to support them, they are better able to withstand deployments, remotes, PCS moves, and long-term career commitments that may interfere with spouse careers, interrupt family life, and require sacrifices.

Negative relocation experience has long lasting impacts on the Air Force and a positive relocation experience is linked with a positive attitude toward work and duty station. Services exist to be used. Family Support Center programs offer that avenue to promote the best possible image of the service provider's concern for the welfare of families.

The sponsorship program historically has provided inbounds with a "vanilla" package that offered only generic information. A "one size fits all" approach to sponsor information does not meet the needs

Newcomers don't know what to ask about the very things they may most need when coming to the area, i.e, housing, education and spouse employment.

Programs, services, and policies change constantly such that current information a year ago is now outdated. Community indicators also change as do the issues that impact personnel and families.

REMEMBER SPONSORSHIP IS A <u>TEAM</u> EFFORT INVOLVING THE ENTIRE UNIT AND COMMAND AS WELL

AS THE SPONSOR

BEING A SPONSOR

Being a Sponsor is the Best First Impression you'll Ever Make. You are the first contact most newcomer will have with CAFB.

As a sponsor it is important that you understand that relocating causes stress. Packing up a household, living in temporary lodging, and moving to another home are all emotionally and physically exhausting. Your support can go a long way towards alleviating some of this stress.

The goal of a good sponsor should be to help ease the transition for the new arrivals by assisting with the settling-in process, thereby helping the newcomer to become more comfortable in their new surroundings

Being a sponsor, you are a personal point of contact for someone who may be unfamiliar with CAFB and the local community.

You are a friendly face for an anxious individual or family. You may be the first personal contact the individual will have at CAFB. You should work hard to remain upbeat, always emphasizing the positive aspects about CAFB and Mississippi

To the newcomer, you are that person on the other side who has already been through what he or she is trying to do—make the transition to Mississippi as simple and stress free as possible. Use your experience to try and anticipate what information the individual may need.

You should be a person who cares what happens to the newcomer and his family.

Why is sponsorship important? Because most people need – and appreciate – help when they move to a new location. You can provide personal information and suggestions about the community that the newcomer may not be able to get anywhere else.

Relocation can be mentally, emotionally, and physically stressful for the member and their family. An informed supportive sponsor can make a big difference by helping the newcomer "settle in" as quickly as possible. As stress is reduced and the newcomer becomes more at ease in his new surroundings, he is able to relax and focus more on his new job thereby improving both morale and productivity.

It is important to remember that sponsorship is a team effort involving the entire unit and the command, as well as individual sponsors. Everyone must take sponsorship seriously if the program is to be effective. Best results are apparent when the sponsor and newcomer have a common background and interest.

One consideration in choosing a sponsor for a particular inbound person is the rank of the sponsor as it related to the newcomer. The closer these two are in rank, the more comfortable both will be (i.e. an E-8 may not be as aware of the financial limitations facing an E-2 as another E-2 or E-3 would be)

It is also advisable to consider the family status of the newcomer. This fosters an appreciation of common needs and concerns. School, housing, child care, and recreation needs can vary dramatically between a single member and a married member.

Age, gender, and job similarities should be considered Nevernappoint als ponsor who is new or expected to undergo a PCS or TDY before member arrives

Your first duty as a sponsor is to contact the newcomer. AETCI 36-2104 requires you to forward a personal letter within seven days after you receive notification that you will be a sponsor. A telephone or DSN contact is also strongly encouraged. All overseas DSN calls should be made after 1600. You can call DSN from your home phone by calling the base operator and informing them this is a sponsor call. (**These calls are subject to monitoring and abuses will be reported.)

Remember that these contacts serve two purposes. One is to introduce yourself and to welcome the newcomer. The other is to learn as much as you can about the newcomer. Ask lots of questions. Use the Contact Survey from your orderly room. Find out as much as you can about the newcomer's hobbies, interests (sporting activities, antiques, craft fairs, etc), family, ages of children, special needs, favorite restaurants, pets, etc. Would the family, spouse and children like their own sponsor? Contact the FSC for referrals to the appropriate agency.

Your orderly room should provide you with a Welcome Packet for the newcomer. This packet ONLY contains basic information, you need to fill the packet with the information requested by the newcomer. Visit the FSC "information wall" using family structure appropriate material to include in your personal welcome packet.

Reservations for TLF can be made up to 60 days in advance of the newcomer's arrival. You should know the size of the family, age of dependents, actual arrival date, and number of days requested. Each PCS inbound member, who is accompanied by dependents is authorized up to 14 days. You will receive confirmation for the number of days available.

One of the most important services you can provide a new arrival is to be available to welcome them. Keep in touch with the newcomer before they arrive. Ask by what means they are planning to arrive: auto, bus, plane. Know the place and time of expected arrival and make arrangements to pick-up or meet them. If you are going to pick-up the newcomer, be sure to ask the number in their party. (You don't want to show up in a small car and find out that the newcomer has a spouse, 5 children, two pets and luggage.) If the newcomer is driving you need to arrange to meet them at the Magnolia Inn. If they are arriving by plane, you should meet them at the airport since taxi transportation is limited at best.

If you are unable to fulfill your sponsorship obligations (i.e. you are on leave, TDY, etc) inform your 1st Sgt immediately. You should contact the individual taking over from you to brief them on all information about the newcomer. Be certain you inform the newcomer of the change and let them know how to contact your replacement

How Can I Be The Best?



Always be dependable

Keep in touch with the newcomer and always answer letters or return e-mail and phone calls in a timely manner.

If you offer to provide information or help with any request for assistance—Always follow through!

Be mindful of immediate needs. Consider the time the newcomer has spent traveling. They may want to go somewhere to rest or out to a nice restaurant.

Remember they will probably be tired and excited at the same time. They may be anxious to see the base and the community at first but tire quickly. Be mindful of body language and offer to discontinue any activity until later if they appear to be losing interest or looking tired.

Family Support Center--a must! Services, programs and information, information!!

Once the newcomer has settled in find a convenient time to offer a tour of the base. Keep in mind that some people don't want to be "toured". It s nice to offer, but don't be pushy. It's a good idea to have a base map available for them, should they want to go out on their own..

Make arrangements (in advance) with your supervisor to take time off from work to o to as many in-processing appointments as feasible with the newcomer. This will hasten his obligations and give you an opportunity to further inform him of the base operations. Introduce the newcomer to the Commander and the new work center.

Take the initiative to introduce the newcomer around the unit and his new work area.

MOVING WITH CHILDREN

Bring PCS orders to the Family Support Center to receive certificates for the "Give Parents a Break" program and "Childcare for PCS" program. These programs provides FREE childcare at any approved Family Day Care provider.

Always be considerate of the newcomer's situation.

Offer your assistance, but don't force it. Some people would rather adjust to their new surroundings on their own, at their own pace.

You may have three newcomers you sponsor this year and every one will probably have different needs.

It is important to learn all you can about the newcomer, but keep in mind your interest could sometimes be viewed as nosy by individuals who are protective about their privacy. Always ask questions you think may help you be a better sponsor, but don't be pushy.

The newcomer may be experiencing stress or anxiety about the changes taking place in their life. Since you may be the only one they know here, they may wan to vent their rear, frustration or concerns to you. Try to be a good listener. You may not always feel at ease with a newcomer. They could have different opinions and values which make it difficult for you to be comfortable around them.

Try not to be too quick to judge. Always try to remain open-minded when meeting someone new. They may be homesick or angry about feeling forced to leave a base or community they really enjoyed. Their new surroundings are unfamiliar. Always strive to be thoughtful, considerate, and patient.

Remember your role is to try to help lessen the newcomer's stress and help them adjust to their new assignment. You are not required to become best buddies with everyone you sponsor. You may choose not to have any future involvement with some newcomers once they have steeled in. But you may also sponsor someone who will become a great and life long friend!

You may be asked to make reservations at the Billeting Office for the newcomer. Reservations can be made up to 60 days in advance by calling 434-2548. You may want to remind the newcomer that although they can stay in the TLF for a limited number of days and they will only be authorized financial reimbursement for ten days.

REMINDER - Pets are not allowed in Lodging, prior arrangements need to be made with an off base kennel.

All incoming members must report to the Housing Office prior to entering into any lease or rental agreement.

For additional relocation information contact the Family Support Center.

Moving is expensive! Routine rotations and relocations can often bring unexpected expenses. It is important to let the newcomer know there is assistance available that they may be eligible for.

Military Pay can provide advance pay during some emergencies related to relocation.

Air Force Aid can sometimes provide the newcomer with emergency, short term loans for items such as food, care repairs, and rent payments

Red Cross is available to assist in a personal emergency

Personal Financial Management Program offers information, education and personal financial counseling

Remember, the Family Support Relocation Assistance program is available to assist you in your efforts to be the best sponsor you can be. Please notify us if you need any assistance contacting a newcomer. We have access to all Air Force installations world-wide and can work with the Relocation Assistance Programs at the newcomer's current base to help with your sponsorship responsibilities.

Relocation services provided are available at all Family Support Centers

- STANDARD INSTALLATION TOPIC EXCHANGES SERVICES (SITES)
- BASE VIDEOS
- BASE BROCHURES
- FAMNET AND INFORMATION SERVICE
- SPOUSE EMPLOYMENT ASSISTANCE
- LOAN CLOSET-Household goods loan out with PCS orders at Outdoor Recreation/Equipment Rental Bldg 152, 434-2505
- HEART LINK PROGRAM FOR SPOUSES

Remember a Sponsor Is a Valuable Resource

Understand the challenges
Learn how sponsorship works
Enrich your military experience by being the best sponsor you can be
BE A PART OF THE BLAZE TEAM!
Remember a friendly face in a new place can make a

BIG difference!!

THE BEST FIRST IMPRESSION YOU'LL EVER MAKE!

I hope this presentation has helped you to better understand your role as a sponsor. This is also your opportunity to prove that the Air Force truly does take care of its own.

Being a sponsor means you have the opportunity to make new friends for yourself and your own family while making a positive first impression for Columbus AFB "BLAZE"

Continue to the next slide for your training certificate.

This concludes Sponsorship Training
If you have any questions or comments please call
your Orderly Room or the Family Support Center ext
2790.

READ RECEIPT
Please print and return to the Orderly Room